



CALLER DISPLAY. YOU MUST SUBSCRIBE
TO YOUR NETWORK'S CALLER DISPLAY
SERVICE BEFORE YOUR BT ON-AIR
HANDSET WILL SHOW
CALLER DISPLAY
INFORMATION.

BT On-Air 1800

Wireless Freedom to Talk & Surf

User Guide

This product is not designed for making emergency telephone calls when the power fails.
Alternative arrangements should be made for access to emergency services.

This product is intended for connection to analogue public switched telephone networks
and private switchboards in the United Kingdom.

At a glance

Handset

Silent mode

Displayed when the handset ringer has been switched off. Incoming calls will not cause the handset to ring.

Battery

Shows the status of the handset battery. When the battery is fully charged, the icon is completely shaded. As the battery is used, the shaded area is reduced.

Display

External Call

Displayed during an external call.

New messages

Indicates that you have new messages.

Clear

Redphone

To end a call and turn the power off.

Up/Down

Lets you move through the options and lists.

In Use

Shows that the handset is in use.

In range

Indicates that you are in range of the base station.

Stored messages

Indicates that you have old messages stored.

Internal (Intercom) Call

Displayed during a call with another handset (an internal call).

Redial button

Lets you redial up to 20 of the last numbers called.

Recall

For use with Switchboards and BT Select Services.

Intercom

Enables internal calls and call transfer between handsets.

OK button

To confirm settings.

Greenphone

To answer a call and switch the power on.

Keypad

Speaker

To hear messages or monitor a call.

Play button

Red when there are messages to be played.

Answer button

Switches the answering machine on and off.

Delete button

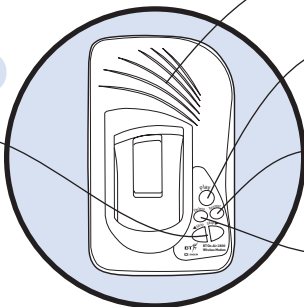
To delete unwanted messages.

Base with 56k modem

Skip buttons

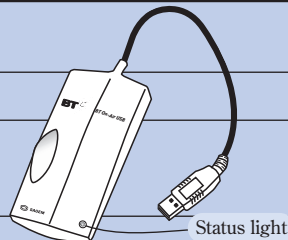
Allows you to skip backwards and forwards through your messages.

Press and hold ◀Skip to register.
Press and hold Skip▶ to page handsets.



BT On-Air USB unit

Status (light)	Meaning
ON	In range of base. Ready to connect to the Internet.
Flashing Evenly	Connected to Internet
Slow Blinking	Looking for the base. Base not in range. Internet connection not possible.
OFF	Computer switched off. Internet connection not possible.



BT On-Air

Base Stations | About BT On-Air

About
Provides product version information.

The following Base stations are currently registered :

Base Name	Status
Base 1	Logged-on as n° 6

Base stations
Lists all bases registered to this USB unit.

Modify base buttons
Adjust settings for the base in range.

Register button
To register to a new base.

Signal strength bar
To show when you are in range of a base station.

Close button
Close monitor window.

Register...

Modify Base 1

Rename... Change system code... De-register...










Signal strength for Base 1

Poor Good





Close

Quick guide to main features

During a call:

Function	Button combination
Adjust earpiece volume	▲ and ▼ buttons
Secrecy	C (press C again to cancel)
Monitor	OK  (OK  again to cancel)
Record conversation	<small>Intercom</small>   (<small>Intercom</small>   again to stop recording)
Transfer to another handset	<small>Intercom</small>  internal number then  to transfer or <small>Intercom</small>  to resume call

Handset settings:

Function	Button combination
Silent ring	OK 
Ringer volume	OK 
Ringer melody	OK 
Keypad beeps and volume	OK 

Quick Guide to operating the answering machine

From the handset:

Function	Button combination
Record your outgoing message (OGM)	<i>For Answer and record:</i> Intercom speak OGM
Switch answering machine on	<i>For Answer and record mode:</i> Intercom
Switch answering machine off	Intercom
Delete all outgoing messages	Intercom
Listen to outgoing messages	<i>For Answer and record:</i> Intercom
Play new messages	Intercom
Play old messages	Intercom
<i>During playback:</i>	
Skip forwards	
Skip backwards	
Pause/Resume	
Delete current message	
Exit playback	
Delete all messages	Intercom
Record memo message	Intercom speak memo
To set the time	Intercom enter time (24hr clock)
To set the date	Intercom enter date (DD/MM/YY)
<i>At the base:</i>	
Skip to next message	
Go back to previous message	
Play/Pause/Resume playback	
Delete current message	
Delete all messages	Press and hold until a long beep is heard

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Introduction

Your BT On-Air 1800 provides an all-in-one solution combining telephone, answering machine and wireless modem for Internet access.

By plugging the BT On-Air USB unit into your desktop or laptop computer, you can connect to the Internet from anywhere in or around your home without wires.

The proven DECT digital cordless technology is used for the voice and data communication between the handset or BT On-Air USB unit, and the base. The base plugs into your telephone socket and features a fast 56k Internet Modem.

Minimum PC requirements

- Windows 98, Me, 2000 or XP.
- Pentium Processor 200MHz.
- 32MB RAM.
- Free USB port (if an external USB hub is used, it must be mains powered).
- CD drive for installation of software.

Note

The BT On-Air 1800 Wireless Modem is approved for connecting to Internet Service Providers supporting V.90 connections. This is the case for all major ISPs. It does not support fax send/receive. It also cannot receive incoming modem calls and therefore does not support remote access using callback mechanism.

Safety information

General

Only use the power supply included with the product. Using an unauthorised power supply will invalidate your guarantee and may damage the telephone. The item number for the mains power supply is 001040.

If Keyguard is active, it is still possible to make emergency calls to **999** and **112**.

Do not open the handset or base station. This could expose you to high voltages or other risks. Contact the helpline for all repairs.

Radio signals transmitted between the handset and base may cause interference to hearing aids.

This product should not be used near emergency/intensive care medical equipment and should not be used by people with pacemakers.

Never dispose of batteries in a fire. There is a serious risk of explosion and/or the release of highly toxic chemicals.

Cleaning

Simply clean the handset, USB unit and base station with a damp (not wet) cloth, or an antistatic wipe. Never use household

polish as this will damage the product. Never use a dry cloth as this may cause a static shock.

Environmental

Do not expose to direct sunlight.

The product may heat up when the batteries are being recharged. This is normal. However, we recommend that you do not place the product on antique/veneered wood to avoid damage.

Do not stand your product on carpets or other surfaces which generate fibres, or place it in locations preventing free flow of air over its surfaces.

Do not submerge any part of your product in water and do not use it in damp or humid conditions, such as in bathrooms.

Do not expose your product to fire, explosive or other hazardous conditions.

There is a slight chance that your phone could be damaged by an electrical storm. We recommend that you unplug the power and telephone line cord for the duration of the storm.

Unpacking your BT On-Air 1800 Wireless USB Modem

If anything is missing, please contact your place of purchase immediately.

One BT On-Air 1800 Wireless Modem Base.

One BT On-Air USB unit.

One BT On-Air Classic handset with rechargeable battery.

One power adaptor.

One telephone line cord.

One base plinth.

One handset belt clip.

Three removable handset fascias.

User guide.

Installation software on CD ROM.

Four rubber feet.

One self-adhesive sticky patch to attach the BT On-Air USB unit to your computer.

Help web site

For the latest information on BT On-Air 1800 including frequently asked questions and software downloads, have a look at the BT On-Air web site: www.bt.com/on-air

For your records

Date of purchase:

Place of purchase:

Serial number:

For guarantee purposes proof of purchase is required so please keep your receipt.

Enter your System Code here.

--	--	--	--

The pre-set System Code number is 0000.
See page 23 & 31 for information on your System Code.

Enter the Remote Access Code for your answering machine here.

--	--	--	--

The pre-set Remote Access Code is 0000.
See page 40 for more information.

Setting up

Base and handset

Your handset is already registered to the base.

1 Plan the location

Situate your base close enough to the telephone and mains power sockets so that the cables will reach.

The only way to disconnect the product from the power supply is to remove the power adaptor from the mains power socket. Therefore you must ensure you plan the location so that the mains power is easily accessed.

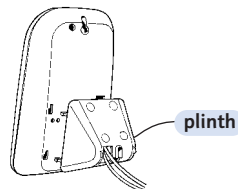
Make sure it is at least 1 metre away from other electrical products to avoid interference.

Do not situate the product in the bathroom or other humid areas.

2 Connect the power supply and switch on.

Important

You must thread the power supply cable and line cord through the plinth before you connect into the sockets on the base.



Plug the power supply cable into the socket on the underside of your base. The power cable connector and socket are coloured red.

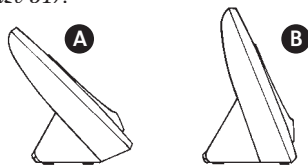
Plug the line cord into the other socket on the underside of the base marked with a telephone symbol.

WARNING

Please take care that the power supply and telephone line cord are connected to the correct sockets as incorrect placement could damage your equipment.

Once connected, put the plinth back on the base to prevent it from rocking on the table.

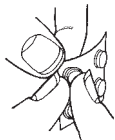
There are two positions for the plinth when joining it to the base, both can be used for desk mounting and one for wall mounting. Position **A** is for desk mounting only and position **B** is for desk or wall mounting (see wall mounting on page 51).



Rubber feet

Hold the black plastic square between thumb and forefinger and peel off individual feet from backing sheet as shown. These are to stop your base from moving and to protect your work surface.

If you decide on position **B**, place 2 of the rubber feet on the plinth and 2 on the base.



Plug the power adaptor into the wall socket and switch on. When the power is switched on, the **PLAY** button on your base will light up green.


3 Charge the battery in the handset for at least 16 hours

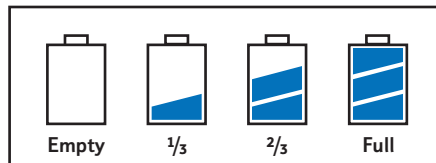
WARNING

Under no circumstances should non-rechargeable batteries be used. Only use the approved batteries. Using unapproved batteries will invalidate your guarantee and may damage the telephone.

Fully discharging the batteries at least once a month will help them to last as long as possible. However, the charge capacity of rechargeable batteries will reduce with time as they wear out, so reducing the talk/standby time of the handset. Eventually they will need to be replaced. New batteries can be obtained from any BT Shop or from the Helpline on 0845 300 0156.

Place the handset in the cradle on the base station. The handset display will show the battery symbol. If it does not appear, see Help, page 48.

When the battery has been charged for **at least 16 hours** the display will show the  symbol.



Battery low warning

If the handset battery symbol is empty and you hear warning beeps, you will need to recharge your handset before you can use it.

Battery performance

Your handset is supplied with NiMH batteries. These need to be initially charged continuously for 16 hours to reach full charge.

Note that the battery charge icon does not indicate the correct level when the batteries are first installed. The batteries must first be fully charged.

4 Connect the telephone line cord

Plug the line cord into the telephone wall socket.

5 Changing your handset fascias

The handset's display is protected by a transparent film during manufacture. This can easily be peeled off if you prefer.

There are 3 removable handset fascias to choose from. Simply slide the fascias off and replace with another.



6 Setting-up your answering machine

Follow instructions on page 33 to set-up your answering machine for the first time.

Helpline

If you are experiencing difficulty, please call the BT On-Air Helpline on 0845 300 0156.

BT On-Air USB unit

Note

Do not attach the BT On-Air USB unit with the sticky patch yet. Wait until after software installation when you will be able to check the strength of the signal using the BT On-Air monitor.

Note

The BT On-Air drivers and software must be installed on your computer before you can use your BT On-Air 1800 to connect to the Internet.

Installation instructions vary according to your operating system.

- See below for Windows 98
 - Page 14 for Windows Me (i.e. Millennium Edition)
 - Page 15 for Windows 2000
 - Page 16 for Windows XP
- See Help on page 48 if you are experiencing problems during installation.*

1a Drivers Installation for Windows 98

Important

If an external USB hub is used to plug the BT On-Air USB unit into your computer, it must be one that is mains powered.

- ➔ Switch on your computer and close any open applications.

- ➔ Insert the CD installation software for the BT On-Air 1800 into your CD ROM drive. Do NOT run the CD now. Instead, follow steps below to start installation

- ➔ Plug the BT On-Air USB unit into a free USB port identified by the symbol below on your computer.



Windows will automatically detect the BT On-Air USB unit. (If this does not happen see Help, page 48.)

After a few seconds, the screen will then display Add New Hardware Wizard ready to search for the USB Wireless Modem driver.



- ➔ Click Next>



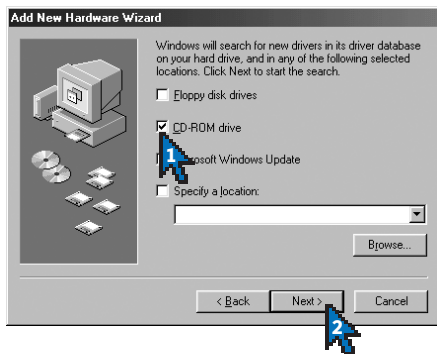
➔ Select the on-screen option Search for the best driver for your device

➔ Click **Next>**.



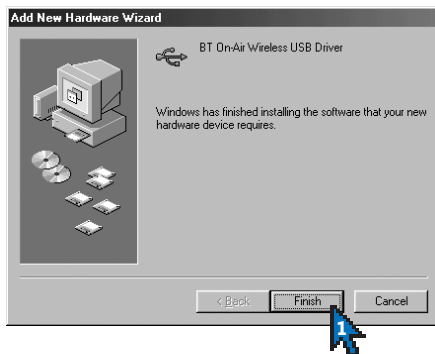
➔ Click **Next>**.

Windows copies the files to your system.



➔ Select the CD-ROM drive option.

➔ Click **Next>**.



➔ Click **Finish**.

The drivers are installed and the Modem Software Installation can begin, *see page 17*.

You might be asked at this stage to restart your computer. Please do so. The Modem Software Installation procedure will then automatically resume, *see page 17*.

1b Drivers Installation for Windows Me

Important

If an external USB hub is used to plug the BT On-Air USB unit into your computer, it must be one that is mains powered.

- Switch on your computer and close any open applications.
- Insert the CD installation software for the BT On-Air 1800 into your CD ROM drive. Do NOT run the CD now. Instead, follow steps below to start installation
- Plug the BT On-Air USB unit into a free USB port identified by the symbol below



Windows will automatically detect the BT On-Air USB unit. *(If this does not happen see Help, page 48.)*

After a few seconds, the screen will then display Add New Hardware Wizard ready to search for the USB Wireless Modem driver.



- Select the on-screen option Automatic search for a better driver

- Click **Next>**.

Windows copies the files to your system.



- Click **Finish**.

The drivers are installed and the Modem Software Installation can begin, see [page 17](#).

You might be asked at this stage to restart your computer. Please do so. The Modem Software Installation procedure will then automatically resume, see [page 17](#).

1c

Drivers Installation for Windows 2000

Important

If an external USB hub is used to plug the BT On-Air USB unit into your computer, it must be one that is mains powered.

- Switch on your computer and close any open applications.
- Insert the CD installation software for the BT On-Air 1800 into your CD ROM drive.
- Plug the BT On-Air USB unit into a free USB port identified by the symbol below

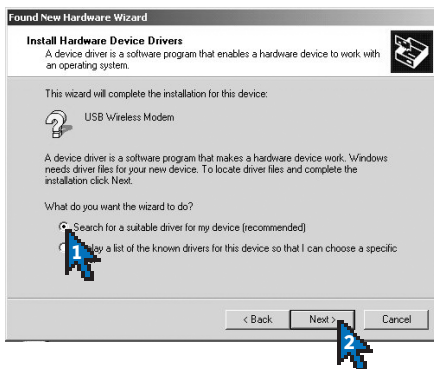


Windows will automatically detect the BT On-Air USB unit and the screen. *(If this does not happen see Help, page 48.)*

After a few seconds, the screen will then display Found New Hardware Wizard ready to search for the USB On-Air Wireless Modem driver.

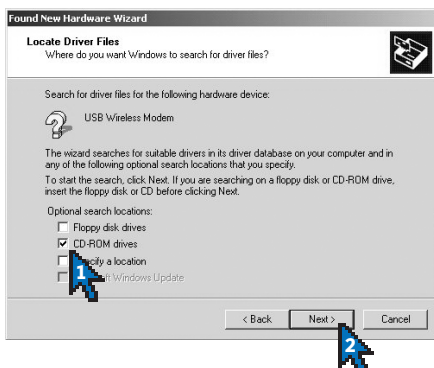


→ Click Next>.



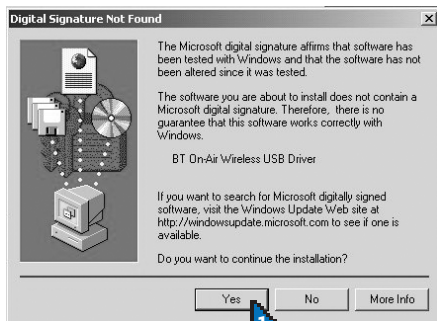
→ Select the on-screen option Search for a suitable driver for my device.

→ Click Next>.



→ Select the CD-ROM drive option.

→ Click Next>.



→ Click **Yes**>.

Windows copies the files to your system.

The drivers are installed and the Modem Software Installation can begin, *see page 17*.

1d Drivers Installation for Windows XP

Important

If an external USB hub is used to plug the BT On-Air USB unit into your computer, it must be one that is mains powered.

→ Switch on your computer and close any open applications.

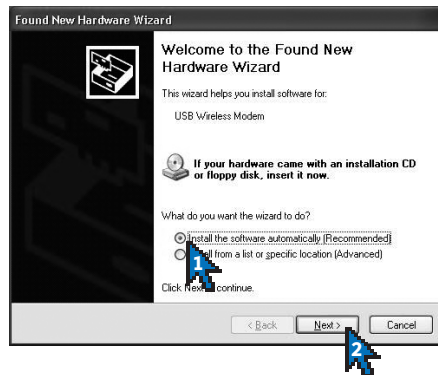
→ Insert the CD installation software for the BT On-Air 1800 into your CD ROM drive.

→ Plug the BT On-Air USB unit into a free USB port identified by the symbol below on your computer.



Windows will automatically detect the BT On-Air USB unit and the screen. *(If this does not happen see Help, page 48.)*

After a few seconds, the screen will then display Found New Hardware Wizard ready to search for the USB On-Air Wireless Modem driver.



→ Select the on-screen option **Install the software automatically**.

→ Click **Next**>.



→ Click **Continue Anyway**.
Windows copies the files to your system.

The drivers are installed and the Modem Software Installation can begin, *see page 17*.

2 Modem Software installation for all version of Windows

Your modem software installation is automatically started after the drivers for your BT On-Air USB unit have been installed.

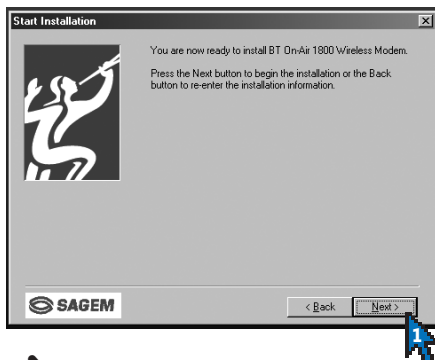
The BT On-Air screen is shown then replaced by the Welcome screen.



→ Click **Next>**.



→ Click **Next>** for automatic installation.



→ Click **Next>**.

Windows copies the files to your system.

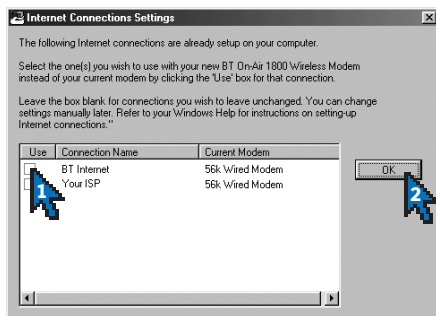


→ Click **Finish>**. The screen shows the Internet Connections Settings.

The window displays all Internet Service Providers (ISPs) already installed on your computer.

Note

If you do not already have an Internet Service Provider (ISP) set-up on your computer, a screen will appear to tell you so. Skip to Step 3 now to finish the BT On-Air software installation. Then read Step 4 for guidelines on how to set-up an Internet connection.



➔ Tick the 'Use' box in front of the Internet connections you want to use with your BT On-Air Wireless Modem. You can select as many as you want.

➔ Click OK.

Helpline

If you are experiencing difficulty, please call the BT On-Air Helpline on 0845 300 0156.

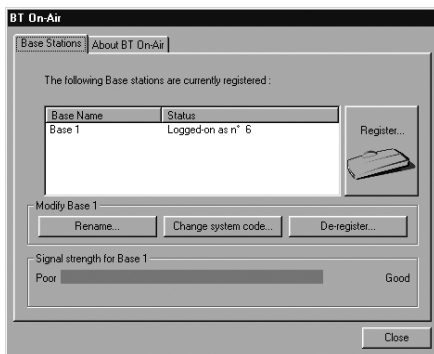


➔ Click OK.

The installation is now complete and the BT On-Air Monitor is displayed.

3 Checking the installation

After installation, the BT On-Air Monitor window is displayed.



This window lets you monitor:

- if you are logged on to the base station (Status column),
- the quality of the radio signal between the base and the BT On-Air USB unit (Signal strength).

If the signal strength is poor or you cannot log on, the most probable causes are that your computer is out of range of the base or that the base is not switched on. Check that the base was properly set-up by following instructions in this user guide and move closer to the base. If you still cannot log on to the base, see 'Help' page 48. (See page 20 for more information on using the BT On-Air Monitor.)

Note

The BT On-Air 1800 supports speeds of 56 kbit/s for download from an ISP only. Upload remains at 33.6 kbit/s.

The actual speed achieved depends on the line condition and will vary across different connections.

4 Setting-up your Internet connection

If you already had an Internet connection set-up on your computer before installing BT On-Air:

If you ticked the Internet connection during the Internet Connection Settings part of the BT On-Air installation, then you are now ready to connect to the Internet. You can now turn to the next section for instructions on how to use the modem.

If you do not have an Internet connection installed or want to update an existing one:

Instructions for setting up an Internet connection depend on your computer and your chosen Internet Service Provider. Refer to the Windows online help on how to set-up an Internet connection or follow the instructions given by your Internet service provider.

When installing your new Internet connection or updating an existing one, select "BT On-Air Wireless Modem" within the dial-up networking properties when prompted for a device to use for the connection.

Using the modem

Note

If Call Waiting is enabled on your line, any incoming call will cause an active Internet connection to drop. You should disable Call Waiting before making an Internet connection. Please refer to your network operator's instruction.

Note

Your BT On-Air USB unit is powered via the connection to your computer so, if you are using a laptop computer, you may notice a slight reduction in the battery capacity.

Important

The BT On-Air USB unit must be connected to your computer and the software installed before you can connect to the Internet.

Make sure the base has been plugged into the mains and connected to the telephone line.

To connect to the Internet

When your modem is installed, you also need to choose an Internet Service Provider and set-up a dial-up networking connection on your computer before you can connect to the Internet.

If you have not got a connection installed already, you can get an installation disk by contacting your chosen service provider.

Your provider will give you instructions on how to set-up the dial-up networking connection. When installing your service provider's Internet software, select "BT On-Air Wireless Modem" when prompted for a device to use for the connection.

Please refer to Help section on page 48 if you are experiencing problems.

To use the modem monitor

The BT On-Air Wireless Modem monitor lets you rename the base, change the system code and de-register your BT On-Air USB unit. It also indicates when your BT On-Air USB unit is in or out of range of the base.

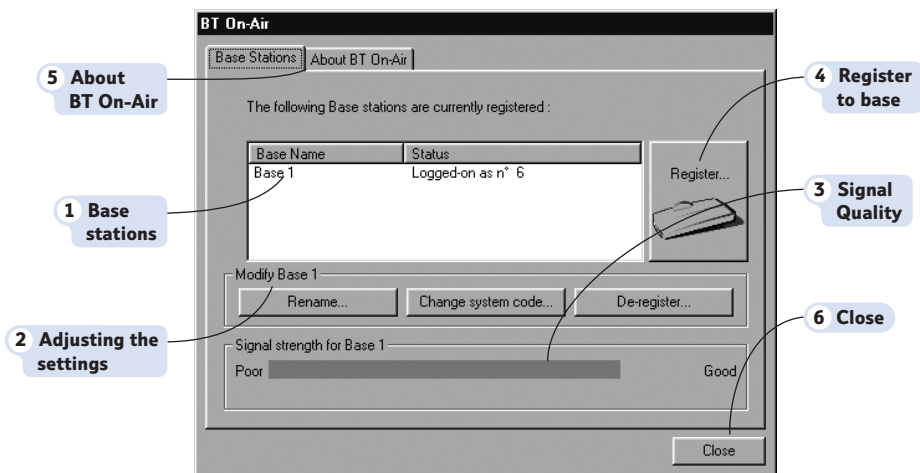
Note

You cannot use the modem monitor while connected to the Internet.

Click on the **BT On-Air icon** in the system tray. This is normally at the bottom right of your computer screen.



The BT On-Air screen is displayed.



1. Base stations

Base Name displays the bases your BT On-Air USB unit is registered to. It can be registered to a maximum of four bases.

Status shows: e.g. with two bases registered.

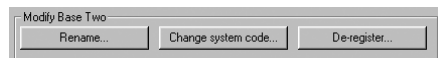
Base Name	Status
Base One Not logged-on
Base Two	Logged-on as n° 3

- **Not logged on** – your computer cannot use the base (e.g. it is out of range).
- **Logged on** – Your computer is ready to connect to the Internet. The internal number allocated by the base to the BT On-Air USB unit is displayed (e.g. Logged on as n° 3).

Note

Your BT On-Air USB unit can only log-on to one base at a time.

2. Adjusting the settings



You must be in range and connected to the base to adjust the settings of that base. The buttons are not active when your computer and USB unit are out of range.

You can rename the current base, change the system code and de-register the BT On-Air USB unit from the current base. For de-registration, *see page 44*.

3. Signal quality



The signal indicator shows if your BT On-Air USB unit is in range of the base. If you get a very poor signal, it could cause problems when connecting to the Internet. Try moving closer to the base or changing the position of the BT On-Air USB unit.

Note

When you are happy with the signal strength, attach your USB unit to your computer using the sticky pad provided.

If you experience interference on your computer screen or other electrical equipment while using your BT On-Air USB unit, try moving the unit slightly away from the equipment which is experiencing interference.

4. Register to base



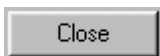
Click on **Register** if you want to register your USB unit to a new, compatible base. See page 43.

5. About BT On-Air



Click on the tab to display version information for your product. It also displays the Identity of the base (RFPID) which is printed on the label underneath the base.

6. Close



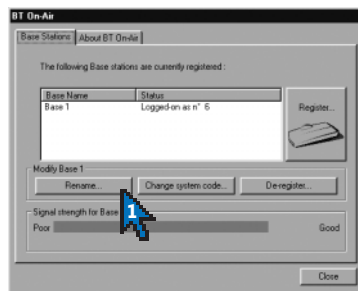
The Monitor must be closed before making an Internet connection.

To rename a base

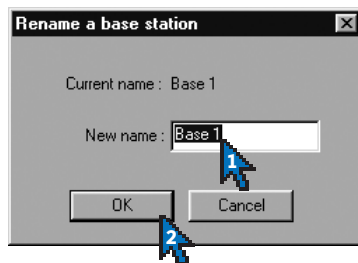
You can change the name of a base, for instance to indicate its location. The name is stored in your computer, not in the base itself.



Click the **BT On-Air** icon in the system tray to open the Monitor.



Click **Rename**.



Enter the new name you want.



Click **OK** to confirm.

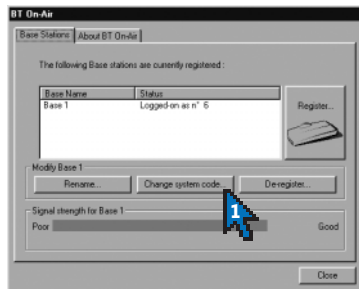


Click **Close** to close the Monitor screen.

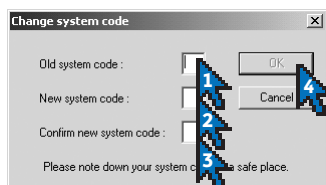
To change the system code

You can use the BT On-Air Monitor to change the base system code. (You can also use the handset to change the code, *see page 31.*)

- ➔ Click the **BT On-Air** icon in the system tray to open the Monitor.



- ➔ Click **Change system code**.



- ➔ Enter the current system code. (Default setting = 0000)
- ➔ Enter the new system code *twice*.
- ➔ Click **OK**.

A confirmation screen appears after a few seconds.



- ➔ Click **OK**.

If you see a message saying the code change was unsuccessful, *see Help "General check", page 48.*

- ➔ Click **Close** to close the Monitor screen.

To uninstall BT On-Air from your computer

Important

Before uninstalling, close any active Internet connection and unplug the BT On-Air USB unit from the port on your computer.

After uninstalling the software, you will not be able to use your BT On-Air until you install it again.



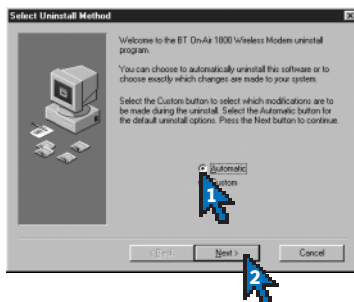
Open the Windows Start menu by clicking the **Start** button normally located at the bottom left of your screen.

- ➔ Click **Settings**.
- ➔ Click **Control Panel**. The Control Panel is displayed.

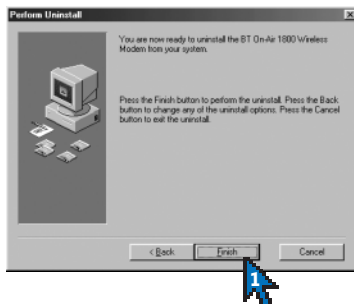
Helpline

If you are experiencing difficulty, please call the BT On-Air Helpline on 0845 300 0156.

- Click **Add/Remove Programs** on the Control Panel.
- Select **BT On-Air 1800 Wireless Modem** from the list that appears on the screen. You might have to scroll down the list.
- Click **Add/Remove** button.



- Select Automatic and Click **Next>**.



- Click **Finish** to uninstall BT On-Air from your computer.

Using the telephone

To switch the handset power on and off



Press and hold the **GREEN PHONE** button to switch the handset on.



Press and hold the **RED PHONE** button to switch the handset off.

Making and ending calls

To make an external call



Press the **GREEN PHONE** button. The display shows the  symbol.

123 Dial the number.

Preparatory dialling

First enter the number to be dialled. The number is shown in the display. (If you make a mistake press **C** to remove the incorrect digit).



When you have entered the number correctly, press the **GREEN PHONE** button to dial the number.

Call timer

Your handset will automatically time the duration of all external calls. The handset display shows the call duration during your call.

To end a call



Press the **RED PHONE** button.

To receive a call



Press the **GREEN PHONE** button to answer the call.

To adjust the earpiece volume

You can adjust the volume during a call.




Press the **UP** button to increase the volume.



Press the **DOWN** button to decrease the volume.

The display shows the current volume level.

Note

The  symbol on your handset display indicates when you are in range of the base station. If the symbol disappears you are out of range and will need to move closer to the base station.


*Please note that this product does not have autotalk standby. To end a call you must press the **RED PHONE** button, you cannot just replace the handset on the base station.*

Call Monitor

When on a call you can switch-on the loudspeaker on the base so that someone in the same room can hear the conversation.

To switch call monitor on/off



During a call, press **OK** then **0**. The display will show the  icon to indicate Monitor is on.



Press **OK** then **0** again to switch Monitor off.



Redial

Redial list



Press the **REDIAL** button. This will take you to the most recent number.



Use the **UP** or **DOWN** button to scroll to the number you require.



Press the **GREEN PHONE** button to dial the number.

or



Press the **C** button to return to idle.

To delete all numbers shown in the redial list



Press **OK** then **4**, this will delete all numbers in the redial list.



The display will return to the idle state.

Secrecy

When on a call you can talk to someone in the same room, without your caller hearing.

To switch secrecy on/off



During a call, press the **C** button. **C** will now flash to show secrecy is in operation.



Press the **C** button again to resume your call.

Number memory

You can store up to 20 of your most frequently used numbers.

To store a number in the memory



Press the **UP** or **DOWN** button the display shows **MEM --**.



Use the **DOWN** button to scroll to the first available memory location (marked -----).

Or

123



Enter the number of the memory location and press **OK**.

123



Using the keypad enter the telephone number you wish to store.



Press the **OK** button to confirm.



Press the **C** button to return to idle or follow these instructions again to store another number.

To insert a pause when storing a number in the memory



Press and hold the **0** button until a / appears on the point where you want to enter a pause. The / indicates a pause, therefore, when you dial the number stored, your On-Air 1800 will automatically insert the pause where it was stored.

To dial a number from the memory



Press the **UP** or **DOWN** button to display the number you wish to dial.



Press the **GREEN PHONE** button to dial the number.

Or

Quickdial:

123



Enter the number of the memory location you wish to dial and press **#** (e.g. Press **1** then **#** from idle to dial the phone number stored in memory location 1).

To edit and delete memory numbers



Press the **UP** or **DOWN** button. The display will show MEM --.



Use the **DOWN** button to scroll to the required memory number and press **OK**.

Or

123



Enter the number of the memory location and press **OK**.



Press the **C** button to clear and back space the numbers. Edit entries by using the numbers on the keypad.

Press **OK** to confirm.

Press the **C** button to return to idle.

Paging handsets

You can alert handset users that they are wanted, or locate a missing handset. (Paging calls cannot be answered by a handset.)

To page a handset from the base



Press and hold the **Skip▶** button on the base until the handset starts to ring. All handsets registered with the base will ring.



To end paging, press and hold the **Skip▶** button again.

Internal calls

If you have multiple handsets registered to a base you can make internal calls between handsets.

You can make an internal call while using the BT On-Air USB unit to connect to the Internet.

Note

If you dial the number for the BT On-Air USB unit, you hear an engaged tone.

To make an internal call to another handset

Intercom



Press the **INTERCOM** button.

123

Enter the number of the handset you want to call.

Or



Enter the digit ★ if you want to call all the handsets.

To end the call:



Press the **RED PHONE** button.

Transferring calls

You can transfer an external call to another handset registered to the base.

To transfer an external call between handsets

Intercom



While on an external call:

Press the **INTERCOM** button (you will hear a beep).

123

Enter the number of the handset to which you want to transfer the call.

If you wish you can talk to the other handset user first.



Press the **RED PHONE** button to transfer the call.

Or

Intercom



Press the **INTERCOM** button to resume your first call without transferring.

Record your phone conversation

You can record a two-way telephone conversation. The recorded conversation is saved as a normal answering machine message and can be played back.

To record a two-way conversation

During a call:

Intercom



Press the **INTERCOM** button followed by the **7** button.



The conversation will now be recorded.

Intercom



Press the **INTERCOM** button and then the **7** button again to end recording.



The conversation has been stored and can now be played back as a normal message.

Caller Display

Important

To use Caller Display you must first subscribe to your network provider's Caller Display Service.

For more information on BT Select Services call BT free on 0800 800 150.

If you have subscribed to a Caller Display service you can see who is calling you on your handset display, (unless the number has been withheld).

Important

The Caller Display service will not operate when your base station is connected to a switchboard.

Whether you take a call or not, the caller's details are stored in the Calls List. The Calls List holds the telephone numbers of the last 20 people who called you.

You can display, scroll through and dial numbers on the list and copy them into the directory.

When you receive a call the caller's number will appear on the display. If the caller has withheld their number then will appear on the display. If for some reason the caller's number is not available then 000000000000 will appear on the display.

Calls list

The Calls list contains the telephone numbers of your last 20 callers. If you receive more than one call from the same telephone number then it will only appear once in the list.

If a call is received when the calls list is full, then the oldest entry will be deleted automatically.

If no number is received for a call then no entry will appear in the calls list.

To view the Calls list

Intercom



Press the **INTERCOM** button.



Press the **REDIAL** button. The most recently received number will be displayed.

To scroll backwards through the calls list towards the older calls in the list press the **DOWN** button.



To scroll forwards through the calls list towards the most recent calls press the **UP** button.



If the **UP** and **DOWN** buttons are pressed when at the end of the list, the handset will go back to idle.

When the number you wish to call is displayed press the **GREEN PHONE** button.



The number will be automatically dialled.

or



Press the **C** button to return to idle, if you do not want to make a call.

Handset settings

Keypad beeps and tones

You can set your handset to beep or play a tone when you press a button on the keypad.

Keypad beeps and volume



Press the **OK** button.



Press the **5** button.



Use the **UP** and **DOWN** buttons for volume control. --- indicates the volume is disabled, 0 volume is set to LOW, 00 volume is set to MEDIUM and 000 volume is set to HIGH.



Press **OK** to confirm the setting.

To view the date and time

Intercom



Press the **INTERCOM** button.



Press the **OK** button.



Press the **1** button then the **1** button again. The date is displayed.



Press the **OK** button to alternate between the date and the time.



Press the **C** button three times to return to idle.

To set the time

Intercom



Press the **INTERCOM** button.



Press the **OK** button.



Press the **1** button followed by the **2** button.



123

456

789

Use the keypad to input the time e.g. 17.35 (24 hour clock).

When entering the time press the **C** button to move the cursor backwards and the **OK** button to move it forwards.



Press the **C** button twice to return to idle.

The time will now appear on the handset.

Note

The time is also automatically updated from the information provided by the network during an incoming call with Caller Display.

To set the date

Intercom



Press the **INTERCOM** button.



Press the **OK** button.



Press the **1** button followed by the **3** button.



123

456

789

Use the keypad to input the date **DD/MM/YY**.



When entering the date press the **C** button to move the cursor backwards and the **OK** button to move it forwards.



Press the **C** button twice to return to idle.

Note

Please note that the melody and volume are emitted from the handset only. They are not available from the base.

Ringer volume



Press the **OK** button.



Press the **2** button.



Use the **UP** and **DOWN** buttons to select the volume you require.



Press **OK** to confirm.

Silent ring



Press the **OK** button.



Press the **1** button.



Use the **UP** or **DOWN** button to select **1** for ringer active or **2** for silent ring.

The display will show the symbol to indicate a silent ring.



Press **OK** to confirm.

Ringer melody



Press the **OK** button.



Press the **3** button.



Use the **UP** or **DOWN** button to select the melody you require.



Press **OK** to confirm.

Base settings

System Code

Your base station has a default setting of 0000 but you may want to change this.

If you change your System Code keep a record of the new number by writing it in the space provided on page 8.

Note

The system code can also be changed from your computer by using the BT On-Air Wireless Modem Monitor provided your computer is connected to the base.

Base station priority

If you are using more than one base, you can select which base your handset will use, when it is in range of more than one base to which it is registered.

To change your System Code

Intercom



Press the **INTERCOM** button.



Press the **OK** button. F1 will appear on the display.



Press the **3** button followed by the **1** button.



OLD
CODE

Enter existing code (default setting 0000). As you enter each digit in turn the dash will stop flashing. When you have entered four digits all four dashes will then start flashing again.

NEW
CODE

Enter your new System Code. As you enter each digit in turn the dash will again stop flashing.

CONFIRM
CODE

Enter your new System Code again.

Your system code is changed. You will hear a beep if you have entered the wrong current system code or if your new system codes do not match.



Press the **C** button twice to exit.

To change base station priority



Press the **OK** button.



Press the **7** button.



Use the **UP** and **DOWN** buttons to select the base you require.

The flashing digit on the left of the handset is the base number.

Flashing □ indicates that no base has priority and the handset will therefore randomly register to the first base it finds.



Press **OK** to confirm.

Using the answering machine

Setting up your answering machine

Before using your answering machine for the first time you need to: **set the time and date and switch the answering machine on.**

Your On-Air 1800 comes with the pre-recorded outgoing message (OGM) *"Hello, your call cannot be taken at the moment, so please leave your message after the tone."* You can use this outgoing message or record your own.

The base stations answering machine is shared by all handsets. There are two types of answering machine mode:

- 1 Answer and record – Callers can leave you messages.
- 2 Answer only – Callers will hear your outgoing message but cannot leave any message.

Each answering machine mode has its own outgoing message.

The answering machine has an incoming message capacity of approximately 15 minutes.

To set the time and date

Please see page 30
'To set the time and date'.

To record your own outgoing message

It is necessary to choose which answering machine mode you will be using. (Answer only or Answer and record). It is possible to record a message for both modes although only one mode can be selected for use at any one time.

Important

The pre-recorded outgoing message (OGM) will be deleted when you record your own outgoing message (OGM).

Intercom



Press the **INTERCOM** button.

For Answer and record:



Press the **7** button, then the **8** button, then the **3** button.

Or

For Answer only:



Press the **7** button, then the **8** button, then the **3** button twice quickly.

You will hear a beep in the earpiece. Speak your outgoing message.

Press the **3** button to stop recording.

Your outgoing message will be automatically played back through the handset earpiece.



You can stop the outgoing message playback by pressing the **RED PHONE** button.



Press the **RED PHONE** button to return to idle.

Note

Once you have recorded your outgoing message the answer machine will automatically be switched on. Remember, if the last message recorded was the Answer only outgoing message then the answer machine will be On but callers will not be able to leave messages.

To listen to your outgoing message

Intercom



Press the **INTERCOM** button.



Press the **7** button.

For Answer and record:



Press the **3** button.

Or

For Answer only:



Press the **3** button twice quickly.



Your outgoing message will be played.



Press the **RED PHONE** button to return to idle.

To delete all outgoing messages

Intercom



Press the **INTERCOM** button.



Press the **7** button, then the **1** button, followed by the **3** button.



All outgoing messages will be deleted and the answering machine will switch off.



Press the **RED PHONE** button to return to idle.

Note

You will need to record a new outgoing message to switch on the answering machine again.

To switch the answering machine on and off at the base



To switch on answer and record mode press the **ANSWER** button repeatedly until it is illuminated green. Note that you must have recorded an answer and record outgoing message.



To switch on answer only mode press the **ANSWER** button repeatedly until it flashes green. Note that you must have recorded an answer only outgoing message.



To switch off the answering machine press the **ANSWER** button repeatedly until it is no longer illuminated green.

To switch the answering machine on and off at the handset

Note

Note that you must have recorded an outgoing message for the answering mode you want to switch to.

Intercom



To switch Answer and record mode on:

Press the **INTERCOM** button.



Press the **7** button twice.



When the answering machine is switched on the **ANSWER** button on the base is illuminated green.

Intercom



To switch Answer only mode on:

Press the **INTERCOM** button.



Press the **7** button twice quickly then the **3** button twice.



When the answering machine is switched on the **ANSWER** button on the base flashes green.



Intercom



To switch the answering machine off:

Press the **INTERCOM** button.



Press the **7** button followed by the **9** button.



When the answering machine is switched off the **ANSWER** button is no longer illuminated.



Press the **RED PHONE** button to return to idle.

To adjust the number of rings before the answering machine switches on

Intercom



Press the **INTERCOM** button.



Press the **OK** button.



Press the **4** button twice.



Use the **UP** or **DOWN** button to scroll to the required number of rings, between 2 and 5. If 1 (Time Saver) setting is chosen there will be 4 rings if you have no new messages and 2 rings if there are messages when you call from another telephone



Press **OK** to confirm.



Press the **C** button twice to return to idle.



To adjust the time allowed for incoming messages

It is possible to adjust the time available for a caller to leave a message. The options are 30 seconds, 2 minutes, 4 minutes and unlimited message length. The answer machine has a total recording time of up to 15 minutes.

Intercom



Press the **INTERCOM** button.



Press the **OK** button.



Press the **4** button followed by the **3** button.





Use the **UP** or **DOWN** button to scroll to the required message length:
1 = 30 seconds, 2 = 2 minutes,
3 = 4 minutes, 4 = unlimited length.



Press **OK** to confirm.





Press the **C** button twice to return to idle.



Playing your messages


Incoming message indicator:


If you have new messages the  button, on the base, will flash red and an envelope icon  will appear on the display of the handset.


If there is one new message the  button will flash once.

If there are 2 new messages the  button will flash twice rapidly.

If there are 3 new messages the  button will flash three times rapidly.

If there are 4 new messages the  button will flash four times very rapidly.

If there are 5 or more new messages the  button will flash five times rapidly.

If you have old messages the  button, on the base, will be lit solid red and an opened envelope icon appears on the display of the handset.

To play your messages from the base speaker

If you have new messages, i.e. the **PLAY** button is flashing, these will be played first.

play



Press the **PLAY** button.

play



To play old messages press the **PLAY** button again.

To play your messages at the handset

Intercom



Press the **INTERCOM** button.



Press the **7** button.

Any new messages will be automatically played through the handset earpiece.



To skip forward press the **6** button.



To play old messages, press the **5** button.

To delete all messages

Note

New messages must be played before you can delete all messages.

Intercom



At the handset:

Press the **INTERCOM** button.



Press the **7** button, then the **1** button, followed by the **5** button.



Press the **RED PHONE** button to return to idle.

At the base:



Press and hold the **DELETE** button until a long beep is heard.

To record a memo

It is possible to record a message directly on to the answering machine yourself, which can be played back in the same way as other messages by other members of the household.

Intercom



Press the **INTERCOM** button.



Press the **7** button, then the **8** button.



Press the **5** button, you will hear a beep in the earpiece. Speak your memo.



Press the **5** button to stop recording.



Press the **RED PHONE** button to return to idle.

Answering machine operation during message playback

	From base	From handset
Skip to next message		
Go back to previous message		
Pause/ Resume playback		
Delete current message		
Exit message playback		

Note

When you playback a message, the handset displays the time and date it was left.

VIP

When the answering machine is switched on the VIP feature allows you to only be disturbed by privileged callers who you have given the VIP access code to.

When the VIP feature is switched on, your handset will not ring when a call is received.

In order to call you, your caller must follow these steps:

- 1 Dial your telephone number.
- 2 Listen to your outgoing message.
- 3 Press the **★** button.
- 4 Enter the VIP access code.

Your telephone will now ring.

Important

You must change your VIP code from the original setting of 0000 for your VIP feature to function.

To change your VIP access code

Intercom



Press the **INTERCOM** button.



Press the **OK** button.



Press the **4** button, followed by the **6** button.



Enter your old four digit access code (default code: 0000).

Enter your new four digit access code.

Re-enter your new four digit access code.



Press the **C** button twice to return to idle.



To switch VIP on and off

Intercom



Press the **INTERCOM** button.



Press the **OK** button.



Press the **4** button, followed by the **7** button.



Use the **UP** or **DOWN** button to scroll to either 0 to switch VIP off or 1 to switch VIP on.



Press **OK** to confirm.



Press the **C** button twice to return to idle.



Call screening

You can decide whether to listen to incoming messages over the loudspeaker and answer them or let your answering machine take the message.

Alternatively you can choose not to hear the callers messages.

You can intercept the call at any time and speak to the caller by pressing the **GREEN PHONE** button.

Call screening is **off** by default.

To switch call screening on and off

Intercom



Press the **INTERCOM** button.



Press the **OK** button.



Press the **4** button, followed by the **5** button.



Use the **UP** or **DOWN** button to scroll to either 0 to switch call screening off or 1 to switch call screening on.



Press **OK** to confirm.



Press the **C** button to return to idle.

Remote access

Operating the answering machine from an external telephone

You can operate your answering machine from any external *Touchtone*™ phone by phoning your BT On-Air 1800 and entering your Remote access code.

Having a personal remote access code prevents other people from accessing your answering machine functions without your permission.

Important

You must change the remote access code from the original setting of 0000 for your remote access to function.

To change the remote access code

Intercom



Press the **INTERCOM** button.



Press the **OK** button.



Press the **4** button followed by the **1** button.



OLD
CODE

Enter your old four digit code (default code = 0000).

NEW
CODE

Enter your new four digit code.

CONFIRM
CODE

Re-enter your new code.

Your code has now been changed.



Press the **C** button twice to return to idle.



To switch on your answering machine from another external telephone

If you forget to switch your answering machine on you can do it from another telephone.

Dial your telephone number and let the phone ring. After approximately 10 rings your BT On-Air 1800 will automatically answer, although you will hear no message.



Press the **#** button.

CODE

Enter your remote access code.



Wait for the confirmation tone and then press the **7** button.

Your answering machine will now be switched on.

To access your answering machine from a remote phone

Dial your telephone number.

Start listening to your outgoing message.



Press the **#** button.

CODE

Enter your remote access code.

A confirmation beep is heard.

You now have control of your answering machine. Any new messages will be automatically played.

How to operate the answering machine's functions from another phone

Press:

- ① To erase current message.
- ① then ③ To erase your outgoing message.
- ① then ⑤ To erase your messages.
- ③ To listen to your outgoing message.
- ④ To listen to your previous message.
- ⑤ To replay your messages or pause/resume playback.
- ⑥ To listen to your next message.
- ⑦ To switch answering machine on.
- ⑧ then ③ To record a new outgoing message, then press ③ to save.
- ⑧ then ⑤ To record a message, then press ⑤ to save.
- ⑨ To switch the answering machine off.

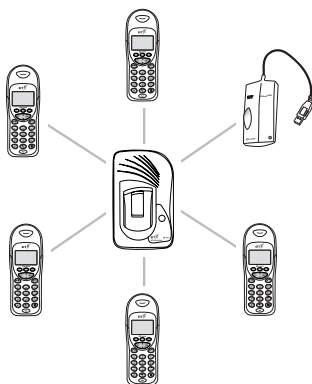
Helpline

If you are experiencing difficulty, please call the BT On-Air Helpline on 0845 300 0156.

Using additional handsets and bases

Using additional handsets and bases

Up to six handsets can be registered and operated from any one base. This allows you to make internal calls between two handsets while a third is making an external call.



Each handset can also be registered on up to four bases.

Each additional handset you purchase must be registered to a base.

Your handset supplied is pre-registered (as Handset 1) to its base (as Base 1).

Note

A BT On-Air USB unit counts as one handset. You can have up to six handsets or USB units registered to a base.

Note

Your BT On-Air 1800 base and handset is compatible with all cordless telephone products in the BT On-Air range:

BT On-Air 1100 Classic
BT On-Air 1100 Executive
BT On-Air 1250 Classic
BT On-Air 1300 Executive
BT On-Air 1000 Classic handset and charger
BT On-Air 1000 Executive handset and charger
BT On-Air 1000 Executive Plus handset and charger
BT On-Air DECT f@x plus

IMPORTANT: None of these products are compatible with the BT On-Air USB unit.

Helpline

*If you are experiencing difficulty, please call the BT On-Air Helpline on **0845 300 0156**.*

Registering additional handsets

If you purchase new handsets to use with your current BT On-Air 1800, they will not be pre-registered to a base station. You will need to do this before you can use them.

Note

The instructions for registration and de-registration in the following pages are for BT On-Air Classic handsets. If you have purchased another model, refer to your handset's user guide.

Quick registration (if you have not changed the System Code from 0000)

This automatically registers the new base as Base 1 and will replace any existing Base 1 registration.

If you have already changed the base's System Code from the default 0000, you will need to follow the instructions below for Custom Registration.

At the base:-



Press and hold down the **◀Skip** button until the PLAY button starts to flash.

On the handset:-



Press the **OK** button.



Press the **6** button.

The handset will now automatically register with the handset number.

Custom registration (if you have changed the System Code from 0000)

If you have changed the base's system code from the default 0000 or if your handset is registered to a base and you also want to register it to another base, you must use Custom Registration.

At the base:-



Press and hold down the **◀Skip** button until the PLAY button starts to flash.

On the handset:-



Press the **OK** button.



Press the **9** button.



Use the **UP** or **DOWN** button to select the base number (this number is shown as the RFPI on the underside of the base).



Press the **OK** button.

CODE

Enter the System Code.

Wait until the available handset numbers appear. ie. 456. Then press the handset number you want.

To de-register a handset from the base

Intercom



Press the **INTERCOM** button.



Press the **OK** button. F1 will appear on the display.



Press the **3** button then the **3** button again - - - - will appear on the display.



CODE

Enter the System Code. All registered handset numbers are displayed.

Enter the number of the handset to be de-registered. INIT=F6 will appear on the de-registered handset.



Press the **C** button twice to exit.

Note

Your BT On-Air USB unit will appear as a registered handset but should not be de-registered following the instructions above. See page 43 for instructions on de-registering a BT On-Air USB unit.

Note

When planning to use a handset with more than one base, we recommend that you:

- Give a number to each base (from 1-4).
- Number each handset (from 1-6).
- Register your handset(s) at base 2 (and 3 & 4 if used) using the same internal number as at base 1.

Helpline

*If you are experiencing difficulty, please call the BT On-Air Helpline on **0845 300 0156**.*

Using a BT On-Air USB unit with more than one base

Your BT On-Air USB unit can be registered on up to four bases. With a laptop computer this allows you to connect to the Internet without wires at up to four geographically separate locations.

Your BT On-Air USB unit supplied is pre-registered (as Nb 6) to its base (as Base 1).

Important

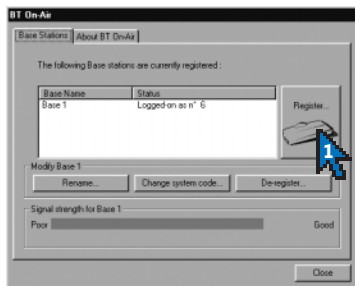
The BT On-Air USB unit can only be registered to a BT On-Air 1800 base. Other base stations in the BT On-Air range are not compatible with the USB unit. See web site www.bt.com/on-air for latest compatibility information.

To register a BT On-Air USB unit to a base

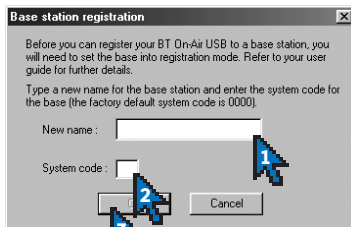
If you want to use your BT On-Air USB unit with another base, you will first need to register it on that base.

At your computer:

- ➔ Click the **BT On-Air icon** in the system tray to open the Monitor.



- ➔ Click **Register**.



- ➔ Enter a name for the base to be displayed on your computer.
- ➔ Enter the system code for the base. (Default setting = 0000)

At the base:

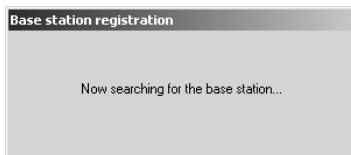


Press and hold the **◀Skip** button until the **▶Play** button starts to flash.

At your computer:

- ➔ Click **OK** to confirm.

Display shows the Searching message box.



After a short while the display shows a confirmation message box and the BT On-Air USB unit is registered. This can take up to 2 minutes.

Display then shows:



- ➔ Click **OK** to return to main Monitor screen.

Note

A warning message will appear if registration failed. Check that:

- the base is switched on and set-up correctly
- the BT On-Air USB unit is plugged into a USB port on your computer.
- the correct system code is entered.
- the USB unit is not already registered.

Your computer may be too close to the base.
See Help, page 48.

Note

Registration information is stored in the BT On-Air USB unit. If you install it on another computer, this computer will be able to access all the BT On-Air 1800 bases to which your BT On-Air USB unit is registered.

Note

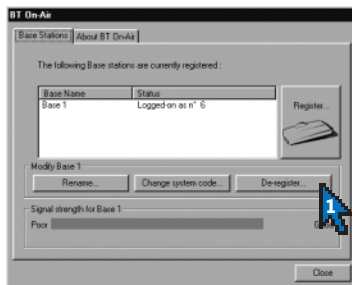
If you have registered your BT On-Air USB unit with more than one base, and move from one to another while not connected to the Internet, the modem will log on the base automatically.

If you move out of range of a base while still connected to the Internet, the connection will be broken.

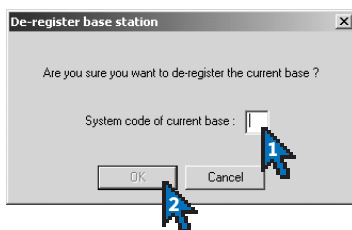
To deregister a BT On-Air USB unit

You can deregister your USB unit from the base.

Click the **BT On-Air** icon in the system tray to open the Monitor.



Click **De-register**.



Enter the system code for the base (default = 0000).



Click **OK**.

Once de-registered, the screen displays the BT On-Air Monitor window. The base is removed from the list.

You must now register to a new base to connect to the Internet via your BT On-Air.



Click **Close** to close the Monitor screen.

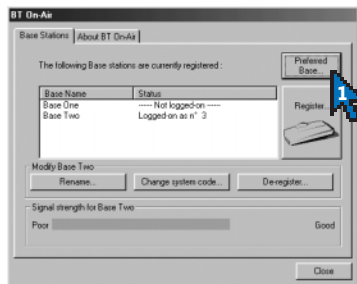
If you see a message saying de-registration was unsuccessful, see Help “General check”, page 49.

To change the preferred base station

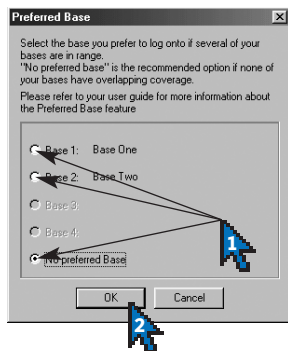
A BT On-Air USB unit can be registered on up to 4 bases.

If a BT On-Air USB unit is registered to more than one base station, you can select which base your unit will use if more than one bases are in range (overlapping coverage).

When more than one bases are registered, a new Preferred Base button appears on the BT On-Air Monitor window:



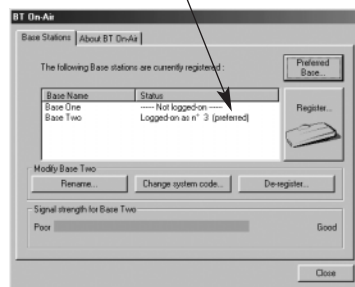
→ Click **Preferred Base** to change the preferred base station.



→ Select your preferred base or select *No preferred Base* if none of the base have overlapping coverage or if you do not want to set a preferred base.

→ Click **OK** to confirm and come back to the On-Air Monitor window.

The status column of the BT On-Air Monitor now shows if you have selected a preferred base



Note

If you have selected No preferred Base, your BT On-Air USB unit connects to the first base it detects. This is the default option.

If you have a Preferred Base selected, your BT On-Air USB unit will not be able to log-on to another base. You will have to select another Preferred Base or select the No preferred Base option to log-on to another base.

Help

BT On-Air USB unit installation

What to do first if installation fails

- unplug the BT On-Air USB unit from your computer.
- follow Uninstallation instructions on page 23 to check the product is not already installed. The “BT On-Air 1800 Wireless Modem” should not appear in the list of programs installed on your computer. If it does, remove the program as instructed on page 23 and carry on with the instructions below.
- start the `cleanup` application found on your BT On-Air 1800 CD-ROM. Click “Yes” on the dialog box shown. Close cleanup confirmation box by clicking OK.
- now proceed with installation for your operating system as detailed in the set-up section of this user guide.

The installation does not start

Check that the operating system of your computer is Windows 98, Windows Me, Windows 2000 or Windows XP.

Check the light on the BT On-Air USB unit

If the light is continuously off:

- check that the BT On-Air USB unit is correctly plugged into the USB port of your computer or into a mains powered USB Hub (the BT On-Air USB unit does not operate on a bus powered hub).

If the light is on or blinking:

- follow instructions under “What to do first if installation fails” if you haven’t already done so.

- see also help under “USB unit is not detected by my computer when it is plugged in”.

USB unit is not detected by my computer when it is plugged in

The USB port on some computers is not activated in Windows and needs to be enabled before first use. Make sure the ‘Universal Serial Bus controller’ is installed in your Windows system. This can be checked by opening the Control Panel.



To check, open the Control Panel (Start – Settings – Control Panel).



Double-Click on the **System** icon.



Click on **Hardware** tab.



Click on **Device Manager** button and scroll down list.

The Universal Serial Bus controller should be shown in the device list. If this is not available refer to your Windows manual or contact the manufacture of your computer in order to install new components.

See also help under “The installation does not start”.

The installation was successful but the base cannot be found

- is the base switched-on (Play button lit)?
- is the USB unit close enough to the base ? (typical range is up to 50m indoor and 300m outdoor but this can be reduced depending on the environment where the product is used)
- is the USB unit registered on the base ?

Connecting to the Internet

What to do first if installation was successful but you cannot connect to the Internet

Check that your USB unit is logged-on to the base. The BT On-Air Monitor should show “Logged on as no ...”. If not (“—Not logged-on—” is shown), read Help under “The installation was successful but the base cannot be found”.

Check that your BT On-Air 1800 base station is correctly set-up by pressing the Green Button on the handset to listen to the line. You should hear a dial tone. If not, check that the line cord is plugged in your telephone socket and in the correct socket on the base.

Check the light on your BT On-Air USB unit:

- *If it is continuously ON (not blinking)*; this means you are in range of the base. Follow help under “General check”.
- *If it is blinking*; you are most likely out of range of the base. Follow help under “How do I check that the module is close enough to the base”.

Check that your dial-up networking connection has been set to use the BT On-Air Wireless Modem.

General check

If you are experiencing problems using the modem after it has been successfully installed open the BT On-Air Monitor by clicking on the **BT On-Air** icon in the system tray (usually situated at the bottom right hand of your computer). Check that the signal with the base is of good quality. Now click **About BT On-Air**. If the software versions are correctly shown for components, (for example, does the RFPI number on the screen match the number printed on the label underneath the base) the problem is likely to be with Windows dial-up networking rather than BT On-Air. Make sure

your Internet connection was set-up correctly by following instructions from your service provider.

How do I check that the module is close enough to the base

In ideal conditions, your BT On-Air USB unit will have the same range as the BT On-Air handset (up to 50m indoor, 300m outdoor). Where you can hear a dial tone on your handset and speech quality is good, you should be able to connect to the Internet.

The quality of the radio link between the base and the USB unit can be checked on the BT On-Air monitor screen (double click BT On-Air icon in the Windows system tray). Check that you can see a green bar in the signal strength indicator. The green bar should always be continuously visible and should not temporarily disappear. You should be able to use the wireless modem even if the green bar is small (poor signal). However a poor signal indicates you are at the limit of the acceptable range and you might lose connection if you move your computer.

If you cannot see a green bar or if you are experiencing connection problems and the signal is poor, move your computer and the BT On-Air USB Unit closer to the base station.

The light on the USB unit does not come on

Check you are within range of the base. Try moving your computer nearer.

Check that the USB unit is correctly plugged into your computer or into a mains powered USB hub.

If plugged into a desktop, try moving the USB unit away from the computer.

Dialling my ISP seems to take longer than my old corded modem

This is the normal behaviour. Before dialling, the data module has to establish the radio communication. This takes a few seconds.

The BT On-Air icon in the Windows system tray has disappeared although the software was not uninstalled

This can happen if you cancel un-installation or if you close down the BT On-Air application other than by clicking the “Close” button. To restore the icon, go to the Windows Start Menu, select “Programs”, then “BT On-Air Modem”, and finally “BT On-Air Modem”

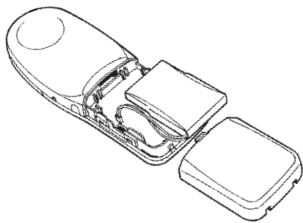
Handset

Handset does not charge

- Check that the base station is connected to the mains power.
- Check that the battery in the handset is correctly installed (see How to install a new battery).

How to install a new battery

Slide the handset battery cover on the handset and check the two-wire cable is plugged in its connector.



Remote access or VIP features do not work

Remote access and VIP features require their respective access code to be changed from their default setting. Refer to the main part of the user guide for instructions.

Answering machine cannot be switched on

Make sure you have recorded an outgoing message for the answering mode you want to switch to.

Help web site

For the latest information on BT On-Air 1800 including frequently asked questions and software downloads, have a look at the BT On-Air web site: www.bt.com/on-air

General information

Guarantee

Your BT On-Air 1800 is guaranteed for a period of 12 months from the date of purchase.

Subject to the terms listed below the guarantee will provide for the repair of, or at BT's or its agent's discretion the option to replace the BT On-Air 1800, or any component thereof, (other than batteries), which is identified as faulty or below standard, or as a result of inferior workmanship or materials. Products over 28 days old from the date of purchase may be replaced with a refurbished product.

The conditions of this guarantee are:

- The guarantee shall only apply to defects that occur within the 12 month guarantee period. Note that the guarantee for the CD-ROM is 3 months.
- Proof of purchase is provided.
- The equipment is returned to BT or its agent as instructed.
- This guarantee does not cover any faults or defects caused by accidents, misuse, fair wear and tear, neglect, tampering with the equipment, or any attempt at adjustment or repair other than through approved agents.
- This guarantee does not affect your statutory rights.

Within the 12-month guarantee period:

If you experience a problem with your product you should contact the Helpline on **0845 300 0156**. Calls are charged at local call rates. If the problem is not remedied, you will be advised to return your product to the Helpline.

Outside the 12-month guarantee period:

If your product needs repair after the guarantee period has ended, the repair must meet the approval requirements for connection to the telephone network. We recommend that you call the Helpline on **0845 300 0156** and ask for details of our recommended repair agents.

If you have to return your product

If the Helpline are unable to remedy your problem they will ask you to return the product. Pack the base station and handset securely, preferably in the original packaging. All parts must be returned, including line cords, power supplies and original batteries. (Please note that we can not take responsibility for goods damaged in transit). Use the self adhesive Freepost label to post your product.

If you have lost the label please call the Helpline for instructions.

Important

*Keep proof of posting.
Make sure the Post Office give you proof of posting.*

Technical information

How many handsets can you have?

All items of telephone equipment have a Ringer Equivalence Number (REN) which is used to calculate the number of items that may be connected to any one telephone line.

The BT On-Air 1800 (with up to 6 handsets) has a total REN of 1. Any other instrument or USB unit provided by BT may be assumed to have a REN of 1 unless stated otherwise.

Helpline

If you are experiencing difficulty, please call the BT On-Air Helpline on 0845 300 0156.

A total REN of 4 is allowed per telephone line. (For example: if the BT On-Air Classic is used in conjunction with three extension telephones, each with a REN of 1, then the total REN = 4)

Only use approved power supply item code: 001040.

Only use approved batteries supply item code: 872102.

RTTE

This apparatus was designed in compliance with European Council decision Number 98/482/EC relative to pan-European connection in view to its connection on the Public Switched Telephone Network (PSTN). It is in conformity with Standards TBR21, TBR38(*)ETSI 201 121.

(*) Terminals integrating an analogue handset function.

If problems arise, your supplier should be contacted first.

The EC marking attests product conformity with the essential requirements in compliance with Directives 73/23/EC for User Safety, 89/336/EC for Electromagnetic perturbations and 98/13/EC for Telecommunication network access.

The manufacturer declares that the products have been manufactured in conformity with Annex III of RTTE Directive 99/05/EC.

Call the BT On-Air 1800 Helpline for further information about the product conformance.

Switchboard compatibility

Generally this telephone may be connected to switchboards which support tone signalling and **timed break recall**. In the event of any difficulties please consult your switchboard service provider.

Recall

To activate recall

This is of use when connecting to switchboards or using BT Select Services. It is only available when a call is in progress.

When you need to use recall during a call:

Recall



Press the **Recall** button on your handset

≡ appears on the display.

Note

Please note this product does not support earth recall.

Switchboard external line access code

When you connect your telephone to a switchboard, you can set the switchboard's external line access code so that when you make an external call using the handset directory, redial list or preparatory dialling the code is automatically dialled before the number.

To set the external line access code

Intercom



Press the **INTERCOM** button.



Press the **OK** button. F1 will appear on the screen.



Press **2**. Press **4**. Press **1**.



The access code is displayed (---- if no access code set).



Press the **OK** button.

Enter or correct the switchboard external line access code, e.g. **9**. You can enter codes up to 8 digits in length.



Press **OK** to store.



Press the **C** button three times to exit.

Now you must set the number of digits required to make internal calls to other extensions on your switchboard.

To set the number of digits

Intercom



Press the **INTERCOM** button.



Press the **OK** button. F1 will appear on the screen.



Press **2**. Press **4**. Press **2**.



The number of digits is displayed.



Press the **OK** button.

Enter or correct the number of digits you dial to make internal calls to other extensions on your switchboard.



Press the **C** button three times to exit.

Note

For the external line access code to be dialled for external calls only, it is important that all external numbers stored in your handset memories contain more digits than the number of digits required to make an internal call to other extensions on your switchboard.

This is most likely to occur when you have local external numbers stored in the handset memories without the area code. To overcome potential problems ensure that all numbers are stored complete with area code.

To activate and de-activate the external line access code

Intercom



Press the **INTERCOM** button.



Press the **OK** button. F1 will appear on the display.



Press **2**. Press **4**. Press **3**.



Use the **UP** or **DOWN** button to select **0** to de-activate, or **1** to activate.



Press **OK** to confirm.

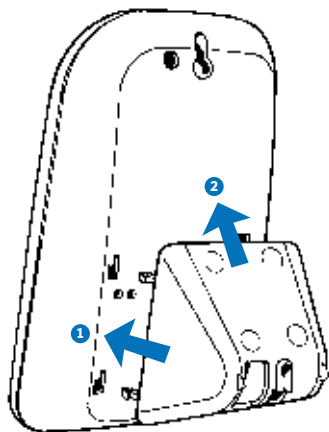


Press the **C** button three times to exit.

Important

The external line access code is not used for Internet calls. Instead, you should include it to the telephone number when setting up your Internet connection on your computer.

Wall mounting

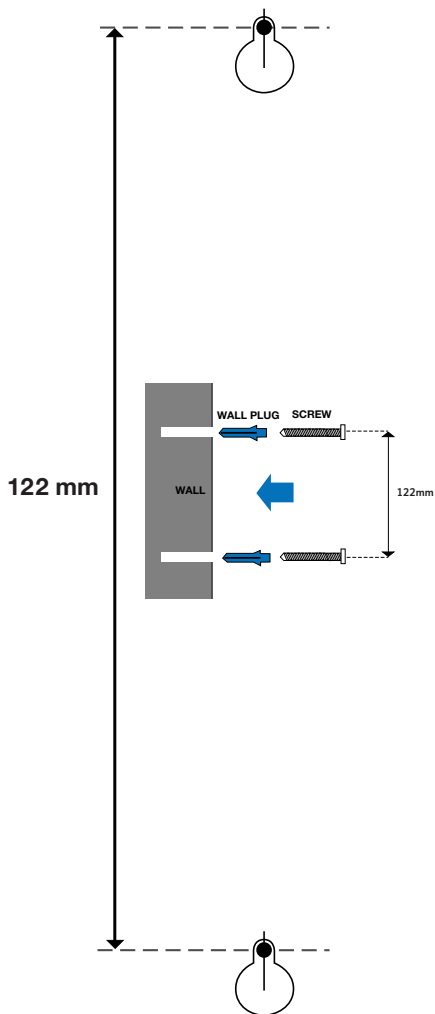


1 Push the base-mount forward onto the rear of the base.

2 Once slotted into the rear of the base, slide upwards to lock into position.

If wall mounting your BT On-Air 1800 Wireless Modem, use this guide for position.

- Make sure that you are not drilling into any hidden wiring and check that the power cable will reach from the mains socket to the charger. Switch the power adaptor off at the mains and remove the adaptor plug from its socket.
- Drill two holes 25mm deep using a 3mm drill, 122mm apart to take the wall plugs.
- Put wall plugs into the drill holes and then insert both screws. Leave 2-3mm between the head of the screw and the wall. You are now able to mount the base to the wall.
- Fit the base onto the two screws. If necessary, tighten or loosen the screws for the best fit.
- Put the handset back in the base and switch the power back on at the wall socket.



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